

## PEACE CORPS PERU VACANCY ANNOUNCEMENT

**POSITION:** **Information Technology Assistant (ITA)**  
Annual salary range Minimum: S/. 63,576.00 - Maximum  
S/.123,662.00 Soles

**OPEN TO:** All interested candidates with **Peruvian residency/ work permit**  
(This is mandatory, no exceptions)

**OPENING DATE:** November 25, 2016

**CLOSING DATE:** December 11, 2016

Please, interested candidates for this position should submit a cover letter and resume to Cynthia Guardia (AA/Human Resources/VE) at Vía Láctea 132, Ur. Los Granados, Surco – Lima, or to the email: **recursoshumanos@peacecorps.gov**, along with other documentation (e.g. certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed below.

### **BASIC FUNCTION OF POSITION:**

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The Information Technology Assistant (ITA) is a Personal Service Contractor (PSC) that supports of Peace Corps Peru (PCP) as a member of the Management and Operations Team (M&O). This position reports directly to the Director of Management and Operations (DMO) with technical guidance and support provided by the Information Technology Specialist (ITS) in Peru and the International Technical Support group in Washington, DC.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

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The Information Technology Assistant (ITA) is the primary contact at post for support of staff and volunteers using IT resources. Major areas of support are administrative, technical to staff and volunteers, social media, user training and IT compliance ensuring that all IT processes adhere to Peace Corps and US Government policy. The PSC must deliver continual improvement of the IT processes and support as this is a strategic goal and critical success factor for PCP.

#### ***Administrative Support (including processes and compliance)***

- Upload Volunteer photo and data into VIDA when Trainees arrive and verify that all emails provided are accurate by testing.
- Will generate PTS e-mail to Country Desk Unit outlining all necessary staff additions and changes to HQ directory.
- Assists in IT procurement decisions with need identification, market research, cost estimates, requests for quote or proposals and receiving procured items.
- Responsible for contacting vendors and service providers of IT equipment and supplies for efficient and effective office operations especially repairs.
- Ensures all MS 542 documentation for both new hires and renewals is provided to Human Resources or PCV files for recordkeeping.
- Oversee the issuance and return of all IT equipment and associated signaures and data entry into inventory systems.
- Collaborate with General Services during physical inventory and all recordkeeping of IT assets.
- Upon replacement of any IT equipment and/or after deployment of new equipment, the ITA shall report and hand over any retired equipment to General Services for disposal/auction/storage.

- Follow the Peace Corps regulations for disposing off of information system hardware.
- Will generate PTS e-mail to Country Desk Unit outlining all necessary staff changes for HQ directory.
- Will maintain customer service request logs updating as defined in the process.
- Develop processes and methods to record and track user training at post by session and user.
- Develop reporting processes.
- Report on technical support customer service log and user training.
- Propose/recommend improvements to all IT processes.
- Other clerical work for IT.

### ***Technical Support***

- Provides first-tier technical support for staff and volunteers escalating to ITS or International Technical Support as appropriate. Requests includes but are not limited to laptops, desktops, keyboard, mice, printers, scanners, copiers, all types of phone, fax machines, projectors, speakers, microphone, all types of cameras, servers, software, applications, databases and security systems.
- Responsible for replacing all printers and copy machine toners when needed.
- On a weekly basis, update the contact lists in VIDA for both staff and volunteers.
- On a monthly basis or when a change is required, update the duty phones for security, medical and drivers.
- Ensure the all conference room IT equipment is functioning and escalate to ITS as needed.
- Ensure all IT loaner equipment is functioning and escalate to ITS as needed.

### ***Social Media Support (PC Peru web site, FaceBook, Twitter, Instagram, etc.)***

- Maintains records on all CD, OCIO and Regional authorization(s) for each social media location used by PCP. Seek news authorizations and renewals.
- Reviews all content requests by staff and volunteer to ensure that content is in compliance with PC and Peru policy and guidance. Content is anything to be posted online including but not limited to text, photos, videos, and graphics.
- Monitor the public comments at least daily and report objectionable comment(s) and/or content as directed by policy and guidelines (Peace Corps Peru provides training on what is objectionable content that requires reporting).
- Promotes or posts all social media content for PCP.
- Promptly removes any content that is unauthorized or later found to violate policy or guidance.
- Maintains a thorough working knowledge of best practices for social media.
- Provide training to Peace Corps Trainees and Volunteers on the proper use of Social Meeting and the creation of content for social.
- Assist the MR&E Coordinator to ensure that all information from annual report is promptly updated to appropriate social media locations.
- Assist staff and volunteers with design, layout and editing content.

### ***User Training***

- Provides formal or informal IT training to overseas staff and volunteers who have varying degrees of technical proficiency.
- On appropriate use of social media with special attention to the policy and guidance of PC and PCP.
- Training will be conducted on software applications, Internet based research, hardware and software troubleshooting and the appropriate use of IT in the workplace.
- Attends workshops and conferences to develop IT and training skills. Assistance in planning conferences/workshops may also be required.

### ***Other Duties***

- Assist ITS in updating PCP disaster recovery plans and implementing all needed tests and drills.
- Special projects that are mutually agreed and prioritized with DMO.
- When requested, attends staff meetings, in-service trainings, and retreats.
- Serve as the Backup ITS during when requested by DMO.
- Perform duties as assigned by DMO including the duties of other members of the M&O Team that take leave or time off.

### ***Security Coordination***

- Will assist ITS with IT security coordinator duties under guidance of Agency IT Security Program Coordinator.

## **QUALIFICATIONS**

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- a. ***Education:*** A University Degree required, Computer Science or closely related field preferred.
- b. ***Prior Work Experience:*** At least three years progressively responsible experience in the information technology field, managing social media for an organization (Community Manager), web content management or creation. Experience in providing training to computer users with varying degrees of proficiency.
- c. ***Language Proficiency:*** Level IV (Fluent) English and Level IV (Fluent) Spanish ability in spoken, reading and writing is required.
- d. ***Job Knowledge:*** Must have knowledge and understanding of Microsoft products on server and end-user environments. A Microsoft certification will be a plus. Knowledge of the internet, html, web design, Facebook, Twitter, Instagram, LinkedIn, or other social media platforms is desirable.
- e. ***Abilities and Skills:*** Must be able to prepare precise, accurate reports and to render advice with detachment and objectivity by exercising own judgment. Must have strong organization ability and communication skills both written and verbal. Must demonstrate superior accuracy, attention to detail, and have the ability to respond properly to different and sometimes unexpected situations.

## **POSITION ELEMENTS**

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- a. ***Supervision Received:*** The PSC receives instructions and supervision from the Peace Corps Director of Management and Operations (DMO) regarding special assignments, changes in regulations and procedures, and unprecedented Work situations. Otherwise, the recurring work of the position is carried out with considerable independence from detailed instructions and review.
- b. ***Available Guidelines:*** PC Manual, all guidance policy and procedure related to grants and various other applicable PC and State Department Guidelines.
- c. ***Exercise of Judgment:*** Incumbent utilizes available guidelines for all matters, is expected to use his/her own good judgment in all cases, and is expected to seek guidance on those matters and cases that are unusually complex.
- d. ***Authority to Make Commitments:*** None.
- e. ***Nature, Level, and Purpose of Contacts:*** Daily contacts with Embassy employees, PCVs and PC staff concerning IT issues.
- f. ***Supervision Exercised:*** None.
- g. ***Time Required to Achieve Full Performance in all Duties:*** One year

### **Availability**

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The Contractor is subject to worldwide availability and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post/Headquarters (PCHQ) or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps' as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The Statement of Work (SOW) as defined will remain the same; however the duties may be subject to change as determined by the Contracting Officer.

### **Safety and Security**

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PSC immediately communicates Volunteer safety and security concerns and issues to the Safety and Security Manager (SSM) and CD. **PSC is knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.**

### **General Terms and Conditions**

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The PSC accepts and agrees to comply with all the policies, procedures and guidelines of Peace Corp Peru including but not limited to the Peace Corps Manual and the Peace Corps Peru Staff Handbook.